

## **SUPERVISING LIBRARY ASSISTANT**

### **DISTINGUISHING FEATURES**

The fundamental reason the Supervising Library Assistant exists is to supervise and direct library functions in selected specialized Library areas such as Circulation, Pages, Interlibrary Loan and the Volunteer Program in the Community Services Department. This classification is supervisory. Work is performed under general supervision by the Library Coordinator or Senior Library Coordinator.

### **ESSENTIAL FUNCTIONS**

Supervises, observes, reviews and assists with the recruitment of paraprofessional and clerical staff assigned to work unit. Listen and provide feedback to foster a effective team environment. Plans work flow for specialized area and for staff assigned to work unit. Recruits and oversees the volunteers for the main or branch libraries.

Provides training and monitors staff on the proper procedures and interpretation of Library policies aimed at maintaining good customer services. Bends and stoops to lift and carry books; pushes carts; operates library check in/out equipment (as described in Library Aide and Library Page description) requiring continuous and repetitive hand/eye movements. Shelves books using a small stepladder.

Supervises all aspects of the Library's Interlibrary Loan service to both internal and external customers. Demonstrates proficiency with specialized computer software and hardware necessary to effectively provide this service. Trains, monitors and plans daily activity for paraprofessional and volunteer staff assigned to this work unit.

Commit to and provides public service to Library customers at Reference, Youth Services, Customer Service and Check-out desks in the libraries.

Assists in assessment of work unit procedures and continually seeks to improve quality, productivity and effectiveness. Utilizes volunteers for assistance in accomplishing appropriate tasks.

Conducts regular meetings with staff and volunteers, and provides input to Library management on issues that concern work unit procedures and policies.

Interacts positively with co-workers to enhance effectiveness of work unit and internal customers and to promote productivity of work team.

Provides customer service and resolves patron complaints or concerns relating to work unit policies and procedures.

Keeps statistics and prepares detailed monthly and quarterly reports utilizing a computer requiring continuous and repetitive hand/eye movements. Provides budgeting information to Library management and monitors work unit budget.

## **MINIMUM QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

Knowledge of:

Automated library functions.

Library methods, policies, procedures and materials.

Computer Based Library functions including database editing and system hardware is essential.

Ability to:

Provide training and monitor staff on the proper procedures and interpretation of Library policies aimed at maintaining good customer services

Demonstrate excellent written and oral communication skills.

Establish and maintain effective working relationships with co-workers, supervisors, and the general public.

Prepare detailed written reports.

Make recommendations to improve the quality of services.

Observe, supervise, monitor and review the work of subordinates or volunteers.

Listen and provide feedback.

Shelve books using a small stepladder.

Operate various library equipment.

Bend and stoop to lift and carry books.

Respond effectively to verbal and written instructions.

Resolve patron complaints or concerns relating to work unit policies and procedures.

Operate a variety of standard office equipment including copiers, telephones, fax machines, and computers that require repetitive arm or hand and eye movement.

Commit to teamwork and have a shared commitment to quality in everyday work and demonstrate the willingness to assume ownership in completion of assigned tasks.

Maintain regular consistent attendance and punctuality.

### **Education & Experience**

Two years of college in Liberal Arts or related field

Five years experience in library functions

Coursework or experience in automated library functions.

Completion of a Library Technology program or coursework in library science is desirable.

FLSA Status: Exempt

HR Ordinance Status: Unclassified